BlueAnt®

Z9 Headset FAQ

Z9 Bluetooth Headset

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General

1. **What are the main difference between the Z9 and other Bluetooth headsets?**

The Z9 uses Voice Isolation Technology and has Dual Microphones for clearer voice with less background noise.

The Z9 can connect to paired devices on request. Press the MFB (Multi-Function Button) once to connect to the first paired phone, twice to connect to the second paired phone or three times to connect to the third paired phone.

For example, if you have a personal mobile and a work mobile, these could be the first two devices and a computer could be the third.

2. **What is included in the Z9 package?**

In the box is the Z9 headset, a USB charging cable, an AC charger, a User guide, 3x removable ear hooks, Quick Start Guide, User Manual & Warranty Card.

3. **How does the Z9 use the Bluetooth technology?**

Bluetooth is used to send and receive voice signals over radio waves between your mobile phone and the Z9. It allows the Z9 to control phone calls on your mobile phone remotely.

4. **How do I handle calls when the Z9 is connected?**

For incoming calls simply press the MFB button (multi-function button) once to answer the call.

For outgoing calls press the MFB button once to activate voice dialing or dial as per normal from your phone and the call will transfer to the Z9.

For redialling the last number called, press volume up button for 3 seconds.

To terminate an ongoing call hold the MFB for 3 seconds.

5. **Can I transfer an ongoing call back to my phone to continue it there?**

Yes. Simply short press the Vol Up & Vol Down buttons simultaneously to disconnect from the Z9 and transfer the call to the phone.

6. **How many devices can I pair to the Z9?**

The Z9 can store pairing information for 3 different phone devices and connect to either when requested using Multi-Connect Call Switching Technology. With the headset on… press the MFB once to connect to the first paired phone, twice for the second and three times for the third. The Z9 can only connect to one phone at a time. To connect to the second or third phone the first must be disconnected by short pressing the Vol Up & Vol Down buttons.

7. **Is my phone compatible?**
If your phone has Bluetooth it more than likely supports a Handsfree or Headset Bluetooth profile, and so will work with the Z9. Check your phones manual for up to date information.

8. **What is the passcode/passkey of the Z9?**
The Passcode for the Z9 is “0000”.

9. **Can I change the passcode of the Z9?**

No, the passkey is inbuilt and cannot be changed.

10. **Can I use voice activated dialling if my phone supports it?**

Yes. The Z9 supports voice activated dialling if your phone also supports it. Check your phones user manual for information on setting up this feature.

11. **Can I use the Z9 to listen to music from my mobile?**
Some mobiles can send music to the Z9 using the Handsfree profile but it will be a mono signal and sound a bit like an AM radio.

12. **How often should I charge my Z9?**

You should charge the Z9 when the LED Indicator rapidly starts flashing red instead of blue. The battery will last for about 200 hrs on standby and much longer if the Z9 is switched off in between uses.

13. **Can I use my Z9 with my computer for VOIP applications?**

Yes. You can connect the Z9 to a PC or Mac that supports the Headset or Handsfree profile. To do this you need to have Bluetooth enabled in your computer by using a Bluetooth USB Dongle or having a computer that has Bluetooth inbuilt.

Depending on the Bluetooth Software the connection process is different. Simply put the Z9 into Pairing mode, then search for it using your computers Bluetooth Software. Enter the Passkey “0000” then start the Headset/Handsfree service.

14. **Do I need to pair the devices every time I use them together?**

No. The pairing process is required only once for each phone unless the devices are deleted.

15. **What is Voice Isolation and how do I use it?**

Voice Isolation is BlueAnt’s own proprietary DSP software which uses sophisticated techniques to separate the voice signal from the background noise using a dual microphone array. This technology is effective against noise sources whether they are stationary, impulsive or even other voices.

The Z9 has two voice Isolation modes: Standard & Max.
Voice Isolation Standard is used for normal environments with little background noise, and is the Default mode for the Z9.

Voice Isolation Max is used for environments with a lot of background noise.
To switch between modes, while on a call short press the MFB.

16. **Can I switch the Voice Isolation prompt off?**

No. The Voice Isolation prompt cannot be turned off.

17. **What is the best practice for taking care of my BlueAnt Device?**

To ensure continued use, please avoid leaving your BlueAnt device in direct sunlight and/or in areas above 100 degrees Fahrenheit/40 degrees Celsius such as on the dash of your car or in the center console.

Bluetooth

1. **What is Bluetooth Wireless Technology?**

Bluetooth Wireless Technology is a short-range communications technology using encryption for high security data/voice transmission.

2. **Is it safe to use Bluetooth devices, I have heard they can allow unauthorized connections?**

For Bluetooth security reasons, once you have set up your Bluetooth devices we recommend turning OFF the visibility option in the Bluetooth Menu of your phone so that other Bluetooth users cannot see the your phone. (This only applies to a few mainly older Bluetooth enabled phones as most new phones have better security).

3. **Can somebody else take control of my Z9 if they are in range?**

No, the Z9 can only connect to previously paired devices that have been authenticated. The Pairing procedure creates an encrypted key known only to the two devices paired.

4. **What is the difference between Handsfree and Headset Bluetooth Profiles?**

Handsfree Profile allows for extra features to be used with a mobile phone. Voice Dial, redial, call transfer are some that are included in Handsfree but not Headset. Handsfree also allows for a slightly better call quality.

5. **How do I know if my devices are connected?**

When Bluetooth is turned ON, on your phone you will see a Bluetooth symbol appear on your main screen that changes slightly (colours invert or arrows appear) when connected to the Z9. Some phones show a Headset or Car symbol to notify you that the devices are connected.

6. **Can I connect more than one device to my Z9 at the same time?**

No, the Z9 will only allow one device to be connected at a time.

7. **How far can my mobile be from the Z9 and still remain connected?**

The Z9 will remain connected within a range of 10 meters (30 ft). Sound quality may start to deteriorate after about 7 meters depending on your environment.

8. **Can other electrical devices cause interference with Bluetooth?**

Bluetooth technology employs a technique called frequency hopping to constantly change the frequency at which it sends data, reducing interference with wireless devices like wireless LAN's, cordless landline phones. Noise Interference can occur if the Bluetooth device is used in close proximity with a microwave. Check if there are any such devices in the surroundings, and if so keep the distance between the Z9 and such devices to at least 5 - 10m. Usually any interference will only cause a slight crackling sound. The frequency of Bluetooth is much higher than that of radio station bands.

9. **If I cup my hand over a Bluetooth device the signal strength and quality suffers. Why does this happen?**

Bluetooth signals are radio waves and so do not need line of sight to operate. However, radio waves cannot travel through water and as the human body is made up of mostly water they cannot travel through it. Therefore, your hand will create a barrier causing slight interference and a loss of signal quality.

10. **What Bluetooth mobile phones can use the Z9 headset?**

V2.0 is the current version of Bluetooth with Enhanced Data Rate (EDR) technology, with data transfer rates of up to 3Mbps compared with 1Mbps in V1.2.
Note: All BlueAnt products are forward and backward compatible (Our V1.2 products can be used with V2.0 phones and our V2.0 products can be used with V1.2 phones)

11. **What is the difference between Bluetooth V1.2 and V2.0?**
V2.0 is the current version of Bluetooth with Enhanced Data Rate (EDR) technology, with data transfer rates of up to 3Mbps compared with 1Mbps in V1.2.
Note: All BlueAnt products are forward and backward compatible (Our V1.2 products can be used with V2.0 phones and our V2.0 products can be used with V1.2 phones)

12. **How do I use VOIP?**

In order to use the Z9 for VoIP, you will need to have a Bluetooth enabled PC or laptop. If you are running Windows XP or Vista please ensure to update your Bluetooth driver from your PC/Laptops manufactures web site to ensure you have the latest driver. Once the Z9

has been paired to your PC/Laptop ensure that the VoIP applications audio settings are set to the Bluetooth Headset for both incoming and outgoing audio.

Troubleshooting

1. **How do I re-connect my Z9?**

Press the MFB button once shortly to re- connect to the first paired phone.
(Voice dial will be activated if enabled in phone, short press MFB to cancel this). Short press the Vol Up & Vol Down together to disconnect.

2. **Why won't my Z9 go into pairing mode?**

If you have already paired 3 different phones to the Z9 you will need to reset it to pair a new device. To Reset the Z9, Short press all three buttons, this will delete all pairing information and enter pairing mode.

The Z9 sometimes requires a few seconds to establish a connection.
Please be patient while devices are searching.

3. **The Z9 won't reset. What can I do?**

Ensure that the Z9 is not connected to any phone and press the Volume up, Volume down and the MFB together to reset. If this does not resolve your issue please contact Technical Support.

4. **Is my Z9 charged?**

The LED will blink red instead of Blue when the battery is low.
A constant red light will show when the headset is plugged in and charging. It will turn off when fully charged.

If the Z9 is turned on while charging you will see a purple flash while charging.

5. **Why can't I hear any sound from the Speaker?**

The phone's memory may have become corrupt and can be fixed by rebooting the phone. If this does not resolve the issue, delete the pairing information and re-pair.

6. **Why is the Z9 noisy and distorted?**

Turn the Z9 Volume down to a level that does not give echo or feedback. Also turn the volume down on your phone. A low battery can also cause bad voice quality. Please charge the headset. Some people like to have their phone ring loudly, but this may cause distortion when transferred to the Z9 speaker.

In your phone, set up a Profile with lower ringing volumes and keypad tones and activate for use with the Z9. (See your phones user manual for instructions on setting up profiles). Alternatively, you may have low antenna strength from your phone network which may cause signal drop outs or disruption.

Check our web site to confirm that you have the latest firmware installed. If you are running an old version of the Z9 firmware please download the update and follow the instructions to update your firmware

7. **My Z9 worked great but now it won't connect. What can I do?**
As newer phones are like mini-computers, they may become corrupt over time and you may need to reset them every so often (at least once a week is good). Simply switch off your phone remove the battery for a few seconds, replace and reboot. The Z9 should now connect. If not, remove existing pairing and re-pair the devices.

8. **The Z9 switches off when I hang up a call. What can I do?**

Ensure that you release the MFB when you hear the tone for end call. Alternatively, please check that you have the latest firmware installed on your Z9 Headset.

9. **Why can the talk time and standby time differ with the products specification description?**

The talk time and stand by time will differ based on different brands of mobile phone, different distances between devices and different Bluetooth link status (active, sleep, sniff mode etc).

10. **Why does my phones battery not last as long as it used to?**
When you switch Bluetooth ON, your phone searches for Bluetooth devices in the area. This will use more battery power than without Bluetooth ON. The Z9 has a standby mode it enters when connected to your phone so that it minimizes battery loss. This allows the Z9 to have such outstanding battery life as well as reducing the power required by the phone.

11. **I am having trouble pairing a second phone. What can I do?**

When Pairing a second mobile phone, make sure the first is off or out of range.
If you cannot connect to a previously paired and connected phone, go to the Bluetooth menu in the phone, select the Z9 and Press Connect.. Some phones may require this if it is the second device used. You do not have to re-pair the devices just manually connect.

12. **How can I stay near the Z9 but not have calls diverted through it?**

The Z9 will remain connected within a range of 10 meters. If you are staying near the device but want to take calls through the phone simply switch the Z9 off by long pressing the MFB button.

13. **My phone says "Bluetooth Module not found". What can I do?**

This means that your phone cannot find its internal Bluetooth chip for some reason. Restarting your phone should fix this problem. If not please contact your phones manufacturer.

14. **I have a PDA phone that pairs to the Z9 but has trouble transferring calls. How can I fix this?**

Go to the phone manufacturers' website and download and install the latest ROM software for your device. Many new PDA phones are software upgradeable and fixes are made available for problems such as this. This is especially the case with newly released devices.

15. **Why can't I hear the dial tone from headset when I dial?**

Check the Bluetooth protocol of your mobile phone to see if it supports in-band ring tone. If it does, then you should hear the dial tone (such as Nokia series) or if it doesn't you cannot (such as some Sony-Ericsson series).

16. **Voice dialing is not successful every time. What can I do?**

Using your headset to record the voice tags can enhance the recognition rate. Please refer to the user guide of your phone. Noisy environments can affect voice recognition. Record your voice commands in a quiet environment.

17. **People cannot hear my voice. What am I doing wrong?**

Check that the headset is not in mute mode.

18. **Is there a smaller rubber earpiece available?**

No. The earpiece only comes in the one size.

19. Is there a car charger available for the Z9?

There is no actual car charger available for the Z9, but there is a car cigarette lighter to USB adaptor available that can be used with your Z9 USB cable as a car charger.

20. Can I purchase a car charger (or any other accessories) for the Z9?

Yes. These can be purchased online. Please go to blueantwireless.com and when you have selected your country, click on the spare parts tab.

21. **I have mixed up my AC charger with my other device chargers. What does the Z9 AC charger look like?**

The Z9 charger has the BlueAnt logo and BlueAnt written on the top and has the following specs:

Model DSA-5P-05 FAU
Input 100-240v 50/60hz
Output +5v 0.5a

22. The speaker gel has come off. What can I do?

The speaker gel has a screw thread on the inside and can easily be screwed back onto the Z9 Headset.

23. How do I upgrade the firmware for my Z9?

In order to upgrade the firmware on your Z9 you will need to have access to a PC with internet access. Log onto www.blueantz9.com and follow the links to download the Z9 upgrade instructions and the Z9 Upgrade zip files. Unzip both files to your computer then follow the instructions to upgrade the firmware.

24. Can I upgrade the Firmware on a Mac?

At this point, the upgrade software will only run on a Windows based system.

25. I'm having trouble upgrading the firmware and getting error messages. How do I do it?

Please ensure you are following the upgrade instructions correctly and that all other Bluetooth devices are disabled or turned off. If you are still receiving errors please contact our technical support for assistance.

26. There are so many button combinations to remember. What can I do?

The most common Z9 features can be activated by simply using the MFB. Most of the complicated combinations are for features most people will not use regular basis. The Quick Start Guide is also a handy pocket / wallet sized guide that can be taken with you and referred to while you are getting to know your Z9 and its features.

27. I have read all the solutions in this document but I still cannot get my Z9 to work properly. What can I do?

Please make an enquiry to customercare@blueantwireless.com or call the BlueAnt Customer Service Team on 1300 669 049 (AUS), 1 866 891-3032 (USA) or 0800 443 122 (NZ).